

## FREQUENTLY ASKED PPSO QUESTIONS

### PART ONE

23 DEC 1998

#### COUNSELING

1. Is there a size or weight restriction on the shipments that can be included in the pilot?

No. Shipments of any size may be included, provided they meet all the other pilot inclusion criteria.

2. What are the “consumables” referred to in the PTOPS software?

“Consumables” refers to goods in addition to the normal HHG weight allowance a member may be authorized to ship when assigned to an overseas post or station designated as one where additional consumable items are authorized. Refer to JFTR paragraph U5310 D.

3. Can “remote,” or “mail-in” shipment requests be included in the pilot, i.e., a member receives his/her counseling session at Ft Hood, TX, but pickup of the shipment, located in Jacksonville, NC, will be arranged by the PPSO at Camp LeJeune?

No. Because of the new business rules and changes in the program, service members would not be counseled properly at PPSOs other than those in the pilot origin states. Consequently, only those members who are counseled in and have their shipments picked up in the pilot origin states of NC, SC, and FL can be included in the pilot.

4. Can a shipment be cancelled after counseling has been completed, before it has been booked?

If counseling has been completed, a shipment may be cancelled at any time until it has been offered to a contractor.

5. How often do we mail or fax the check lists to HQ MTMC?

We recommend that you mail or fax the forms weekly.

6. Please explain the difference between entitlement counseling and movement counseling.

The counselor at the PPSO will provide entitlement counseling for the service member. The counselor will explain to the member that he/she will be included in the pilot test, and furnish him/her a copy of the Pilot Program Service Member Pamphlet.

The counselor will advise the member of the increased liability insurance provided to him/her at no additional expense, and to expect a much greater level of personal contact between the member and the moving contractor. The counselor will inform the member where and how much he/she may ship, and explain what will happen if the member incurs excess cost for overweight or excess distance. The counselor will input all the member's orders and shipment data into the PTOPS software, and generate a DD Form 1299 for the member's signature for each of the member's shipments. Finally, the counselor will tell the member to expect contact from the independent auditor, who will perform a customer satisfaction survey after the member's shipment is delivered to a final destination. The counselor should stress to the member that his/her satisfaction or dissatisfaction with their move will directly affect whether the contractor continues to receive further shipments from us. He/she should not be afraid to be completely open in their answer to the auditor's questions since the auditor is completely independent of the government or the moving contractor.

The moving contractor will provide the movement counseling to the member. The contractor will advise the service member in detail what are his/her responsibilities during the move, such as removing pictures from walls, removing items from attics and crawl spaces, and appliance preparation. The contractor will also provide the member details on how to file a loss and damage claim directly with the contractor, and how to file an inconvenience claim if necessary. The contractor will provide a toll-free or collect telephone number to be used for assistance or questions. The contractor and the member will schedule a premove survey, negotiate firm pack, pickup and delivery dates, and discuss the need for direct delivery or for storage at destination.

## OUTBOUND

1. Are we required to mail any documents to the destination PPSO?

No.

2. Will we receive any documents from the contractors after the shipments are picked up, i.e., inventory or weight tickets?

No. The transportation contractor will furnish these documents to the BCCA contractor, who is required to maintain copies.

3. Does the PTOPS software generate customs forms?

No, not at this time.

4. Does the task order take the place of the GBL?

Yes, as well as the DD 619, 619-1 and TCMD.

5. Does the contractor give the member a copy of the task order at time of pickup?

Yes, and the contractor will also provide the member a copy of the inventory at pickup

6. Why does the PTOPS software include the ability to perform a Pullback on a shipment that has already been picked up?

A PPSO may wish to Pullback a shipment from a contractor up to the time the shipment physically leaves the origin area. Once the shipment has left the origin area, the PPSO would either order a Termination or Diversion of the shipment depending on the unique situation for that particular shipment.

7. PTOPS automatically offers the contractor both shipments at the same time for a member with more than one shipment having the same origin and destination. Can the contractor accept one shipment and refuse the other? What if the contractor has already met his CDC for the pickup date of one of the shipments and not the other?

The PTOPS software automatically offers both shipments to the contractor. The contractor will accept or refuse one or both shipments based on whether he has met his CDC for the applicable pickup dates.

## INBOUND

1. Why is PTOPS designed to permit the member and contractor to arrange only one partial removal from inbound destination SIT, and require permission from the destination PPSO to do more than one?

The JFTR, paragraph U5375 E, states that members are entitled to one partial delivery, but that any subsequent partial must be authorized or approved by the PPSO.

2. Does the destination Inbound still monitor, extend and convert inbound SIT?

Yes. The Inbound should monitor SIT expiration dates, and contact members for requests to extend SIT. Inbound will also convert SIT to member's expense when required.

3. Where can I find the rules and/or instructions regarding SIT?

PWS paragraphs 5.3.5., 5.7.1., 8.9.; PWS attachment 4, paragraph 2; and solicitation attachment 7, paragraph 2.3.2.7., provide instructions regarding SIT and SIT deliveries.

## QUALITY ASSURANCE

1. Should we continue to verify the need for contractor requested additional services by telephone and/or in person?

Yes. The contractor may request some additional services after performance of the premove survey. Approval of these additional services is not meant to be automatic, and they should not be approved simply because the contractor makes a request for them, especially for items such as special crating and 3<sup>rd</sup> parties to disassemble German schranks and other large items. The PPSO should continue to verify the need for additional services.

2. Should we continue to send our QA inspectors out to observe pickups and deliveries?

Yes. The Performance Work Statement covers the expected performance of the contractor, and should be used as a guide for the government inspector. The PPSO should attempt to observe one or more pickups and deliveries for all contractors. If the government inspector observes evidence of a contractor's failure to properly protect a shipment or its contents, or some other evidence of contract non-compliance, he should document the event and record it in PTOPS.

3. Does the current reweigh program continue during the pilot program?

No. However, the contractors are required to notify the service member and the PPSO when they are preparing to perform a reweigh. The PPSO should continue to witness reweighs in a random fashion so that all contractors' performance of reweighs is monitored.

## CLAIMS

1. What happens if the service member has difficulty settling his claim directly with the contractor?

The member may receive assistance through his/her military claims service.

2. Are contractors required to report all claims?

Yes. They are required to report all settled claims in a monthly claims report.

## PILOT TOPS ADMINISTRATOR (PTA)

1. Does the PTA have access to users' passwords in case there is a problem?

No, but the PTA can change the password for the user if necessary.

2. Can the PTA at destination change information entered at origin, and can the PTA at origin change information entered at destination?

Yes, if necessary.

3. Is PTA ability to change shipment data limited to the applicable origin and destination PPSOs only?

Yes.

## MISCELLANEOUS

1. What do we do if a member calls us and says he/she has not been contacted by the BCCA auditor for his customer satisfaction survey?

Get all the member's information, such as name, SSN, when and where the shipment moved, and provide the information to HQ MTMC.

2. What prevents a carrier/contractor from participating in the current Personal Property Program AND the Reengineered Personal Property Pilot Program?

A carrier/contractor may participate in both OR either program.

3. What if a carrier/contractor who participates in both programs refuses all shipment offerings from one program in favor of the other?

A carrier/contractor who elects to participate in both programs is expected to fully perform the requirements of each separate program. The Reengineered Personal Property Program requires participating contractors to accept shipments up to their stated Committed Daily Capacity (CDC). The current Personal Property Program considers patterns of selective refusals as grounds for punitive Quality Assurance actions.

4. How long will shipment data remain in PTOPS before it is archived?

Shipment data will remain available in PTOPS through the test period.